

EXCHANGES PROGRAM COORDINATOR

Experiences Canada is a national charitable organization dedicated to opening young people's minds and involving them in a broader world. We do this by facilitating experiential learning opportunities such as youth forums, travel and exchanges. Experiences Canada's programming provides Canadian youth with the unique opportunity to see Canada differently, exploring this country's diverse histories, cultures, and contemporary challenges, and making life-changing connections with peers from coast-to-coast-to-coast.

Experiences Canada is currently looking to fill the position of Exchanges Program Coordinator. Due to COVID 19, Experiences Canada has temporarily transitioned its 85-year old reciprocal group exchange program to a virtual format that allows youth to stay connected and collaborate in a virtual space. The virtual exchange program offers a fun and engaging series of activities that encourage youth to share their community's diverse history, geography, languages, cultures and way of life and contribute their projects to a virtual map of Canada.

POSITION DESCRIPTION:

This dynamic individual is responsible for the day-to-day administration of both the virtual youth exchange program, and the in-person exchange program that is anticipated to resume in 2022. You will work in a small, dedicated team and communicate directly with teachers, group leaders, and exchange participants and their parents regarding registration, travel (when possible) and trouble-shooting difficulties with our online learning platforms. This **bilingual mandatory** position requires strong administrative, organizational, and interpersonal skills.

KEY RESPONSIBILITIES:

Program Operations

- Responsible for the overall coordination of assigned groups participating in the program:
 - Maintains comprehensive (digital) program and financial files for each participating group/individual
 - Twins eligible applicants and facilitating introductory meetings between them;
 - Works with Group Organizers to review learning program objectives and activity plans;
 - Ensures registration documents, releases and permissions, and are completed
 - Liaises with travel agency to cost out and plan travel arrangements;
 - Maintains contact with group organizers during actual exchange, ensures follow-up where necessary;
 - Ensures that all groups complete reporting requirements post-exchange
- Assist group organizers and youth in submitting projects in virtual exchange program;
- Staffs the emergency cell phone 24/7 according to a shared timetable;
- Responds to general inquiries and prepares regular written correspondence about the program;
- Assists with the preparation of exchange documents (pre, during and post) and exchange kits to the group organizers;
- Updates and edits documents in English and French related to the exchange program e.g. Group Organizer Manual to reflect program changes and revised health and safety guidelines



- Conducts recruitment calls and visits schools and community groups to promote the program;
- Participates in conferences as a representative of Experiences Canada and presents information sessions and workshops about the program as required;

The successful candidate will be willing to perform other duties and assignments to support various program activities as may be required.

KNOWLEDGE AND SKILLS:

Knowledge

- Principles and practices of quality customer service;
- Principles and practices of file management, and administration;
- Microsoft Office, including Outlook and Excel;
- Knowledge of database software (Salesforce) is an asset;
- Charitable and Not-for-profit organizations;

Skills

- Planning and organizational skills, solid decision-making and judgment;
- Advanced knowledge and experience with file management;
- Effectively work in a high volume environment;
- Ability to coordinate multiple files with numerous deadlines;
- Ability to prepare clear, concise business correspondence;
- Establishing positive working relationships and interacting effectively with a wide range of people;
- A positive team player in a small, dynamic office

EDUCATION AND EXPERIENCE:

This is an entry-level position. Typical qualifications would include:

1. Graduation from college/university;
2. Two years' experience performing responsible customer service and general administrative work in a high volume, fast-paced environment—ideally with a youth focus;

LOCATION

Based in Ottawa, employees are currently working from home due to COVID-19 for an indefinite period. Post-pandemic work options will be evaluated in the coming year.

LANGUAGE PROFICIENCY

This position requires oral and written fluency in both English and French. All candidates selected for an interview will be pre-screened for language proficiency.

To apply for this position, please send your covering letter and resume with salary expectations by April 29, 2021 to hr@experiencescanada.ca.

We thank all applicants for their interest; however only those selected for an interview will be contacted. All information received will be held in strict confidence.